

January Report Summary for Illinois

In researching the month of January for Illinois we found that 265 tickets were not resolved within 24 hours out of 563 total out of service tickets. Those tickets are broken down under the following categories.

ILEC missed commit- 39

Commit over 24 hours was given by ILEC- 66

Cable Failures- 125

Multiple Dispatches Required- 18

Sage did not assign or work ticket in a timely manner- 17

February Report Summary for Illinois

In researching the month of February for Illinois we found that 251 tickets were not resolved within 24 hours out of 520 total out of service tickets. Those tickets are broken down under the following categories.

ILEC missed commit- 34

Commit over 24 hours was given by ILEC- 74

Cable Failures/Extreme Weather- 132

Multiple Dispatches Required- 5

Sage did not assign or work ticket in a timely manner- 6

March Report Summary for Illinois

In researching the month of March for Illinois we found that 133 tickets were not resolved within 24 hours out of 409 total out of service tickets. Those tickets are broken down under the following categories.

ILEC missed commit- 23

Commit over 24 hours was given by ILEC- 44

Cable Failures/Extreme Weather- 50

Multiple Dispatches Required- 9

Sage did not assign or work ticket in a timely manner- 7